

PATENT
PRELIMINARY AMENDMENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

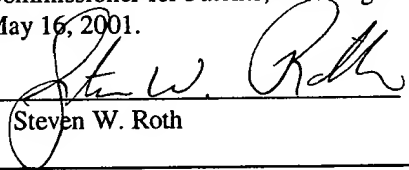
In re application of: Joseph Phillip Bigus : Date: May 16, 2001
Group Art Unit: 2164 : IBM Corporation
Examiner: H. Kazimi : Intellectual Property Law
Serial No.: 09/238,821 : Dept. 917, Bldg. 006-1
Confirmation No.: 5818 : 3605 Highway 52 North
Filed: January 28, 1999 : Rochester, MN 55901
Title: VEHICLE-BASED ORDER ENTRY
AND PROCESSING MECHANISM

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

**CERTIFICATE OF MAILING
UNDER 37 C.F.R. 1.8(a)**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on May 16, 2001.


Steven W. Roth

PRELIMINARY AMENDMENT

Please amend the above-identified application as follows:

In the Claims

Please amend the claims to read in full as follows:

- 1 1. (Three Times Amended) A method for servicing a customer, said method
2 comprising the steps of: